

Presentation to the State Information Technology Advisory Committee (SITAC)

Presented by: Lisa Feldner, CIO
Information Technology Department

October 25, 2006
Dakota Carrier Network Building~ Board Room

Agenda

Welcome

Enterprise Architecture

Informational/Bulk Vote Items

Operating System Critical Updates Standard

Access Control Standard

Web Development Best Practices

**Request for Exception to IT Standards – Office of the
Attorney General**

Items Requiring Individual Vote

Server Operating Systems Standard

Web Development Standard

Application Development Tools/Languages Standard

ND.GOV discussion

BI Recommendation

JSND – Case Management

Legislative Branch

Legislative Applications Replacement Project

Agenda - continued

Judicial Branch

- Case Management System (UCIS)**

- Jury Management System**

- Enhanced Records Management**

BREAK

Project Briefings

- GIS

- JSND - Unemployment Insurance Modernization

- NDPERS – Legacy Application System Replacement

- WSI

- Parks and Rec – Online Management System

- CJIS

- VOIP

- Desktop Support

- Cell Phone Contract

ITD

- IT Plan

- IT Annual Report

Other Business

- State IT Plan Draft Review



EA Report/Standards

Cathie Forsch, Architecture Review Board Chair

Enterprise Architecture

- Informational/Bulk Vote Items
 - Operating System Critical Updates Standard (DT001-04.2)
 - Access Control Standard (ST006-04.5)
 - Web Development Best Practices (EGT-BP001)
 - Request for Exception to IT Standards – Office of the Attorney General
- Items Requiring Individual Vote
 - Server Operating Systems Standard (SST001-06.1)
 - Web Development Standard (EGT003-04.6)
 - Application Development Tools/Languages (AST001-04.4)

ND.GOV Discussion

Carey Schreiner
eGovernment Domain Team Lead



Business Intelligence Recommendation

Nancy Walz
Chair, BI Study Team

Benefits of BI

- Financial analytics
- Performance management
 - Outcomes
 - Input, output measures
 - Efficiency measures
- Trend reporting
- Fraud detection

Benefits of an enterprise solution

- Less infrastructure duplication
- Lower cost
- Shared knowledge and skills
- Potential for shared information

BI Recommendation

- Adopt a standard (preferred) toolset
- Evaluate:
 - BI: SAS and Cognos (POC Nov/Dec.)
 - DW: Oracle
 - ETL: Informatica and SAS
- Implement a competency center and advisory council
 - Request funding for 2 FTEs
- Agencies request project funding

BI Recommendation



People
Process
Technology

Successful
Projects





questions?



Case Management System Project

Larry Anderson

Director, Office of Workforce and Unemployment
Insurance Programs

JSND - Case Management System

Project Schedule Delay

Go Live Date extended 4 months

- Final Specification Document Reviews delayed
- JOBS Program Development effort greater than originally estimated

JSND - Case Management System

Recovery Plan

Update Project Plan Baseline to include the required four month adjustment.

JSND - Case Management System

Communication Plan

- Weekly Project Core Team Meetings
 - Project Status, Issues Log, & Action Items
- Project Sponsor/GSI CEO meeting every other week
 - Review Critical Action Items
- Weekly GSI Project Manager Status Report
 - Review status of deliverables and critical path



questions?

Legislative Applications Replacement Project

Legislative Branch

Jim Gienger, Project Manager

Legislative Branch Project

- Project Overview
 - Replacement of all current mainframe-based and Lotus-based applications
 - Phase 1 (Analysis and Design) completed October 3, 2006
 - Phase 2 (Implementation) November 2006 – December 2008
- Project Benefit
 - Reduce Risk
 - Reduce Cost
 - Enhance level of service

Legislative Branch Project

- Impact of delay
 - Current technologies will be unsupportable in the near future
 - Key support personnel will be unavailable in the near future
 - Minimum of 2 years to implement replacement solution
 - need to start now to complete prior to 2009 legislative session
- Summary
 - PTC (contractor) will begin Implementation activities as soon as contracts are signed (limited to funds available)
 - Stakeholders include Legislators, Legislative Assembly staff, Legislative Council staff, ITD, State agencies, Public



questions?

Judicial Branch

GIS Initiative

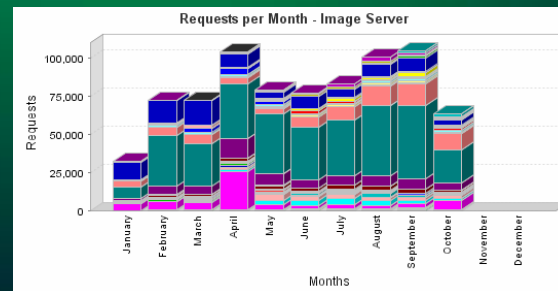
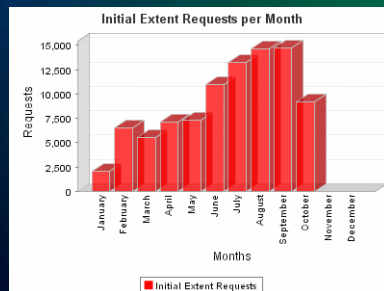
Information Technology Department
Bob Nutsch, GIS Coordinator

GIS Initiative

- GIS Hub Is The Centerpiece
 - State agency data hosting
 - State agency web application hosting
 - Directed by GIS Technical Committee
- GIS Hub Benefits
 - Cost avoidance for state agencies
 - Data access simplified
 - Enhances image of the state

GIS Initiative

- GIS Hub Leverages Cooperation
 - Agencies sharing data
 - State and local data collaboration
- GIS Hub Usage is Growing
 - 35+ database connections
 - 2,500+ downloads per month
 - 15 web applications
 - Heavy use of web to deliver data



GIS Initiative

- GIS Hub Future Needs
 - Updated & new data – collaboration key
 - Increased storage and hosting
 - Software & application enhancements
- Budget
 - Base: \$686,980
 - 07-09 Optional: \$251,020
- GIS Hub Summary
 - Demand is increasing
 - Infrastructure upgrades needed

GIS Initiative

- Questions?



Unemployment Insurance (UI) Modernization

Job Service North Dakota
Larry Anderson

Unemployment Insurance Modernization

- Project Overview
 - Modernize applications within the UI system
 - Managed as a program with a strategic plan
 - Funded by federal Reed Act dollars
 - Utilize proven technologies aligned with ND Enterprise Architecture
 - .NET, JAVA, SQL Database
 - Project direction approved by Governor's Chief of Staff, IT and Budget Legislative Interim Committees

Unemployment Insurance Modernization

- Project Benefit
 - Automate manual processes to meet federal requirements despite decline in federal funds
 - Improved customer staff assisted service
 - Enhanced customer self-service
 - Increased staff efficiencies
 - Increased ability to find and retain IT staff
 - Partnership with ITD for hosting and programming services
 - Decreased reliance on proprietary hardware and software

Unemployment Insurance Modernization

- Impact of delay
 - Increased risk of not meeting federal reporting and performance standards and customer expectations due to:
 - Continued manual processes for UI staff during time of declining federal funds
 - Changing UI requirements
 - Inability to attract and retain qualified IT staff
 - Antiquated technologies
 - Continued reliance on one proprietary hardware / software solution for the base UI system

Unemployment Insurance Modernization

- Summary
 - Strategic plan to migrate away from antiquated proprietary hardware / software solution to:
 - Fully automated solution which meets federal reporting and performance measurements.
 - Solution which increases customer service and staff efficiencies.
 - Technologies that:
 - Are Enterprise Architecture compliant
 - Allow the agency to partner with ITD
 - Attract and retain IT staff



questions?

NDPERS



**NORTH DAKOTA
PUBLIC EMPLOYEES RETIREMENT SYSTEM**

LASR - Project Description

- To replace the current PERS Business System
 - Feasibility Study (Spring/summer 2006)
 - ***RFP (2006-2007)***
 - *Project Implementation (Summer 2007-2010 if approved)*

Legacy Application System Replacement (LASR) - RFP

- Project Description
- Project Objectives
- Business Need or Problem
- Cost
- Project Risks

Project Objectives - RFP

- Develop an accurate projected cost for the implementation phase of the system replacement project for budget request to be considered by the Legislature in January 2007 session.
- Develop an RFP for the procurement and implementation phase of the LASR Project.
- Review the responses from vendors to determine the bid that is most cost effective and responsive.
- If approved conduct contract negotiations with an implementation vendor that will ensure the best interests of NDPERS and the State of North Dakota.

Business Need or Problem

- The systems for many of the programs and functions that NDPERS administer are not integrated. This forces NDPERS staff to enter data multiple times and gives opportunity for data to be out of sync, missing and inaccurate and provides poor internal controls.
- The legacy systems are now between 8 and 33 years old. After going through many changes and enhancements over the years, the systems have become very complex and difficult to maintain or enhance.
- The State of North Dakota has also experienced difficulty in recruiting, training and retaining technical staff capable of maintaining the system.
- New programs and benefit options implemented by NDPERS have led to several stand alone systems being implemented to solve the immediate processing needs.
- The fragile nature of the application evidences itself when maintenance is performed on the system. Even seemingly simple changes often cause unanticipated problems in other areas of the application

Business Need or Problem

- All these shortcomings have brought NDPERS to an understanding that replacement of the legacy system with a comprehensive, all inclusive record keeping system that accommodates all the various benefit plans they administer would be the best course for the agency. The NDPERS Board of Trustees reviewed the Feasibility Study and authorized the next step of developing an RFP to solicit more precise information for consideration.

Project Scope

- Develop criteria to be included in the RFP
- Develop a procurement strategy and detailed specifications
- Create draft RFP
- Create final RFP
- Conduct pre-bid conferences
- Evaluate RFP responses and provide an analysis to NDPERS
- Post-bid sessions with finalists
- Conduct on-site visits of finalists
- Recommend top implementation vendors to NDPERS
- Reference checks on vendor finalists
- Final contract negotiations
- Develop estimated implementation timeframes and NDPERS staffing requirements
- Present information to the Board & Legislature

Constraints

- **Schedule** – The completion date of this phase is June 1, 2007.
- **Project Resources** – Participation by NDPERS staff and management in the RFP development process is constrained by the need to get their daily responsibilities done and by their familiarity with the RFP development process. Currently, staff is working at capacity. Their ability to participate in data gathering sessions, to collect and provide pertinent information and review and comment on document deliverables, all part of the RFP development process, will all materially impact the timely delivery of an RFP that reflects all NDPERS' requirements.
- **Affordability** – NDPERS is limited in amount of dollars available for this project.

PROJECT TIMELINE

- July 1, 2006 Project Kick-off
- August 1, 2006 Project update, Review of Project documents developed to date
- September 5, 2006 Project update, Review of Project documents developed to date
- October 3, 2006 Project update, Review of Project documents developed to date
- October 15, 2006 Submission of draft RFP to NDPERS
- November 15, 2006 Final draft of RFP completed.
- November 30, 2006 RFP released to solicit bids
- January 15, 2007 RFP responses due
- January 15 – March 15 Review RFP, develop recommendations, review with Legislature and seek approval
- March 15, 2007 Review findings with NDPERS Board
- April 15, 2007 Conduct interviews of final candidates if approved by Legislature and Governor
- April 30, 2007 Conduct and participate in site visits of finalists
- May 15, 2007 Final recommendation presented to NDPERS Board
- June 1, 2007 Selection decision conveyed to finalists

PROJECT BUDGET

Cost Item	Cost Unit	Rate	Sub-total	
Wechsler staff	1824 hours	Mixed rate	\$316,720	
NDPERS Staff/SME	806 hours/month	Salaries & benefits	\$177,865	
Site Visits	No more than 3 sites, or 4 people	\$1600.00/per person	\$ 19,200	
ITD Costs	305 hours (assuming 20% time of 80% of 11 months	\$75.00/hr	\$ 22,875	
Contingency		10%	\$53,666	
Total				\$590,326

Project Risks

Risk Area	Assessment		Impact	Mitigation
	Probability	Severity		
Timeframe is aggressive, while trying to handle heavy workload.	High	High	Response times and availability could be impacted. Staff may become stressed due to workloads.	Workload has been analyzed and prioritized. If necessary, some non-essential services will be suspended.
It is assumed that five or six vendors will be interested in bidding. It is possible there may be insufficient interest in the marketplace.	High	High	If there is insufficient interest in the project, pricing could exceed the proposed budget.	Project would have to be re-evaluated.
NDPERS is a smaller entity with limited back-up available. In the event atypical turnover or a key person leaves employment, significant impact would be felt.	Medium	Medium	Depending on turnover, project resources would be affected negatively.	<ul style="list-style-type: none"> • Project timelines may have to be extended. • Project budget may have to be enhanced.

Project Communications Plan

Deliverable/ Description	Sender/ organizer	Receiver Categories	Delivery Method	Delivery Frequency
Project Charter	NDPERS Project Mgr LRW Project Mgr	NDPERS Board	Paper report emailed to Project Coordinator	Project Initiation
Weekly LASR Steering Committee Meeting	Project Coordinator	LASR Steering Committee Members	Meeting	Weekly Wednesdays at 9:00 a.m.
Status Reports	LRW Project Manager	LASR Steering Committee Members	Via email	Weekly
Project Updates	LRW Project Manager	NDPERS Board	Paper report mailed to Project Coordinator	Monthly
Deliverable reviews	LRW Project Mgr & NDPERS Project Mgr	Team members	Meeting	As needed
RFP Release	LRW Project Mgr & NDPERS Project Mgr	Venders	Hard copy letter containing link to RFP on web	Once at beginning of bidding process.
Bidders Conference	LRW Project Mgr	Venders	Meeting	Once, in middle of bidding process
Post project review	Project Coordinator	SME's, Steering Committee Members, Core members	Meeting & Paper report emailed	Once when project closes out.

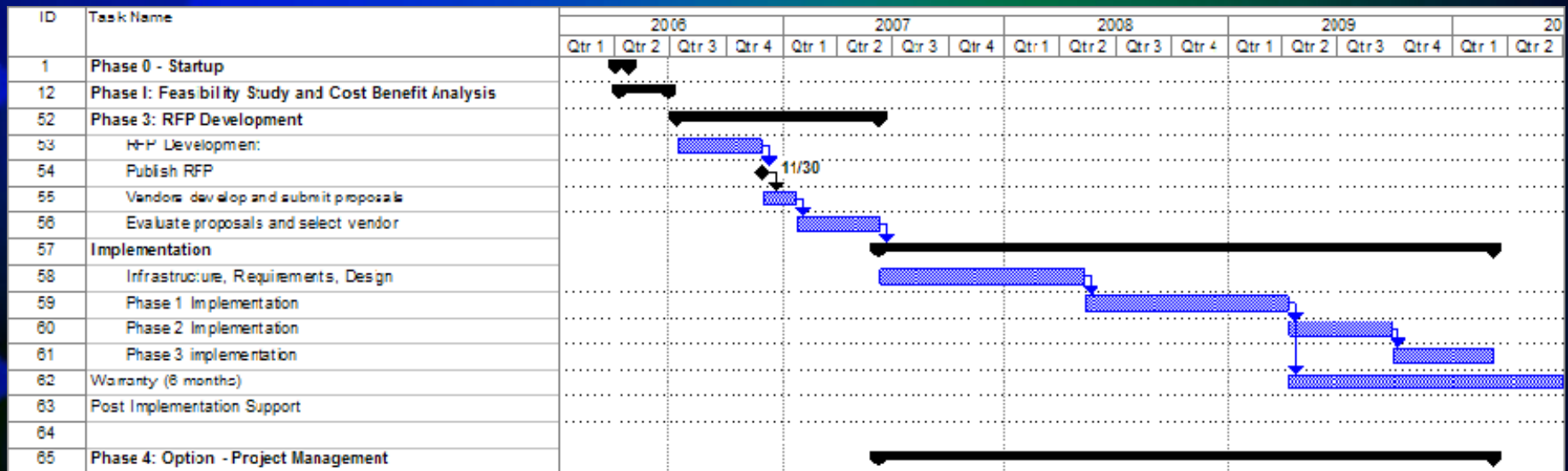
Estimated Cost & Timeline of Implementation

- \$9,563,000
- Three years to complete – starting in July of 2007

Cost Drivers of Implementation

- Complexity of requirements to be supported
- Scope – what is included and what is not
- Degree of precision of specification (RFP detail)
- Competitive pressures of marketplace
 - Vendor backlogs
 - Vendor desires
 - Plain old competition
- Quality of data
- Backfilling staff

Anticipated Timeline



Learning Management System (LMS)

Workforce Safety & Insurance
Dr. James D. Long

LMS Project

- Project Overview
 - WSI currently only maintains a library of safety-related videos and CDs
 - The LMS will provide online safety training for WSI policyholders via the Web
 - More workers will have better access to more training
 - A vendor has been selected and implementation will begin as soon as contracts are finalized
- Project Benefit
 - More workers trained
 - Better trained workers
 - Reduced injuries

LMS Project

- Impact of delay
 - 90% of injury is caused by unsafe acts (need better training delivery system now)
 - Most injuries occur within the first 6 months of employment (need more timely training now)
 - WSI is committed to developing and expanding proactive safety programs now
- Summary
 - Every worker deserves a safe work environment
 - Every employer deserves to have healthy workers safely on the job without the risk of workplace injury



questions?

ITTP System Replacement Project

Workforce Safety & Insurance
Dr. James D. Long

ITTP System Replacement

- Project Overview
 - Replace WSI's core business applications with a COTS, integrated system
- Project Benefit
 - Achieve a 4% reduction in annual claims costs (\$3.4M annually)
 - Lower total cost of ownership expected
 - Provide 24/7 Web access to information
 - More automation of tasks and streamlined business processes

ITTP System Replacement

- Impact of delay
 - To Quote Gartner's Study of WSI:
 - Current bug-fix and enhancement backlogs are eroding the business value of current system
 - Data integrity issues of current system put WSI at risk
 - Current system requires a number of significant, costly enhancements, and system acquisition and integration efforts, in order to address the strategic outcomes defined by WSI's Board of Directors
 - The current systems' technology is in a state of transition, which may place WSI in a position where its software platforms are unsupported or incompatible
- Summary
 - Implementing a new COTS system will allow WSI to reduce claims and system costs while providing more services that are streamlined, with improved accessibility.



questions?



Online Management System

ND Parks & Recreation Department

Barb Winking

Information Technology Coordinator

Online Management System

- A Web application for the general public and department staff to reserve ND Parks & Recreation Department (NDPRD) resources.
 - Reserve campsites, cabins, shelters & meeting facilities.
 - Purchase entrance passes, souvenirs & pay recreational vehicle fees.
 - Register for recreational vehicle safety courses, and potential park hosted events.
- Project Benefit
 - Improved customer service by expanding availability of information and allowing customer controlled scheduling.
 - Potential to expand the park user base.
 - Revenue generation tool to assist in operation costs.

Campground Reservation System													
1994-2006 Reservations and Camping Nights Comparison													
Park	Reservations												
	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
Beaver Lake	0	0	18	28	34	30	27	11	47	55	98	101	134
Cross Ranch	36	43	46	36	60	40	47	55	90	106	173	138	177
Fort Lincoln	444	437	413	323	432	386	463	421	505	592	629	621	596
Fort Ransom	79	82	110	111	96	145	125	143	147	157	171	190	183
Fort Stevenson	372	398	362	433	445	480	507	494	503	464	463	456	498
Grahams Island	302	252	274	0	83	153	152	365	508	517	799	847	937
Icelandic	908	825	840	893	815	882	883	891	933	946	873	875	945
Lake Metigoshe	397	510	325	340	317	450	390	373	449	423	439	372	428
Lake Sakakawea	343	379	349	416	551	642	641	691	734	769	711	698	691
Lewis & Clark	70	126	74	102	92	150	155	128	167	183	165	181	173
Shelvers Grove	39	41	56	83	64	72	64	58	55	64	0	0	0
Turtle River	433	405	316	5	167	164	120	154	173	194	205	237	309
TOTAL	3423	3498	3183	2770	3156	3594	3574	3785	4311	4470	4,726	4716	5070

Online Management System

- Impact of delay
 - Redevelopment of current reservation system which will increase department costs.
 - Inability to reach customer service expectations – 73% of users prefer online reservation availability to the call center system
 - Limit and delay recreational vehicle safety education
 - Further limit North Dakota's tourism exposure.
- Summary
 - An Online Management System will expand our user base and provide enhanced customer service.
 - Increase state park revenues.
 - Provide an additional, economical method to promote tourism in North Dakota.



questions?



North Dakota CJIS
Pam Schafer, CJIS Director

Criminal Justice Information Sharing

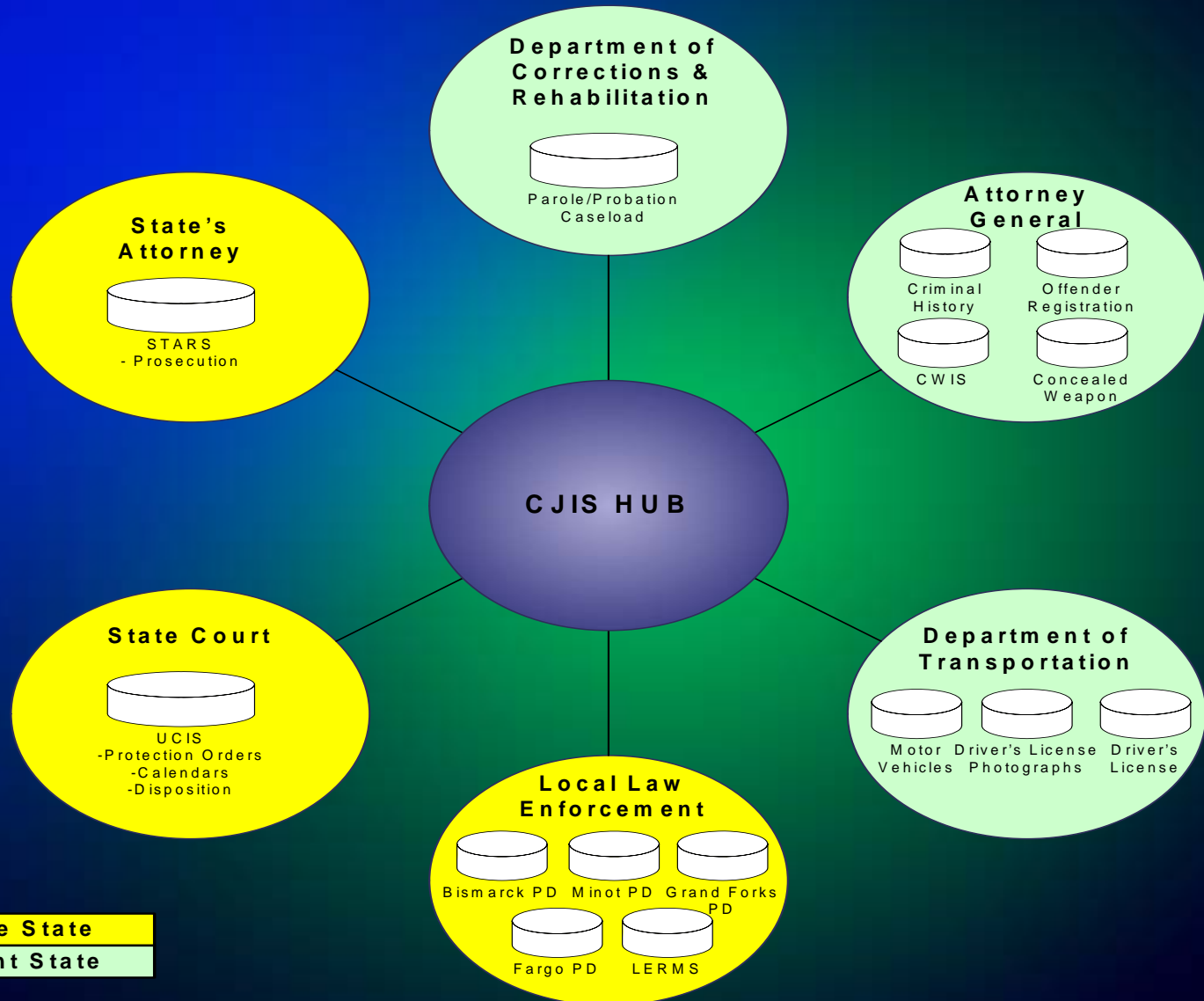
- Overview
 - CJIS Hub Portal – agencies sharing information include:
 - Attorney General's - Criminal History, Offender Registration, Concealed Weapons, CWIS
 - DOT - Motor Vehicle, Driver's License Records and Photographs,
 - DOCR - Parole and Probation Information,
 - STARS - Case Management Software for State's Attorneys
 - LERMS - Case Management Software for Local Law Enforcement Entities

Criminal Justice Information Sharing

Benefits

- The CJIS Hub provides:
 - A web based “One Stop Shop” portal for customers
 - Increased public and law enforcement safety by providing accurate real time information, with a single search amongst various databases
 - Allows for the integration and information sharing of various justice systems
- The case management software packages offer a centralized web based system to Local Law Enforcement agencies and State’s Attorneys that may not have the opportunity to utilize an automated system

Criminal Justice Information Sharing



CJIS – Proposed Budget FY 07-09

CJIS	General Funds	Other Funds
Operations	\$ 905,176	\$ 180,000 - Special
Projects		
CJIS Hub Web Portal Enhancements	\$ 150,000	
CJIS Hub Grant Funded Enhancements		\$ 300,000 - Federal
Law Enforcement Integration (Large)	\$ 220,000	
Local Law Enforcement Integration (LERMS)	\$ 125,000	
Courts – Protection Orders	\$ 120,000	
Courts – UCIS Integration	\$ 150,000	
State's Attorney Integration	\$ 100,000	
Disposition Workflow	\$ 50,000	
Court Calendars	\$ 25,000	
Prosecution Integration	\$ 75,000	
Total Proposed Budget	\$1,920,176	\$2,400,176

Criminal Justice Information Sharing

- Impact of delay
 - Enhancements to the CJIS Web Portal will not be made available to the user community
 - Due to incomplete sources of information on the CJIS Web Portal the criminal justice community will have an incomplete picture
 - Loss of momentum in the CJIS user community in efforts to progress the CJIS program, therefore leading to a possible loss of support
- Summary
 - The continued support of the Criminal Justice Information Sharing Program and future projects are key to provide continued public safety through automated sharing of justice information amongst justice agencies.



questions?

VOIP

Presented by: Jerry Fossum, Director ~
Telecommunications
Information Technology Department

Telephone System Replacement

- Capitol telephone system will be 20 years old by the end of next biennium
- Some hardware components are no longer supported by manufacturer.
- Platform can no longer support new functionality (voice mail etc. supported on outboard servers).
- All new development being done on IP based systems

Telephone System Replacement cont.

- Reduce cost
 - On-net long distance
 - Lower operations and maintenance cost
 - Consolidation
- Business Continuity/Disaster Recovery
- Unified communications
 - Voice and voicemail
 - Email
 - **Presence**
 - Instant Messaging
 - Texting
 - Conferencing and Collaboration
 - Mobility
 - Diversity of user devices

Telephone System Replacement cont.

- Next generation of employees
 - Recruitment
 - Retention
 - Productivity
- Application Integration
 - Multimedia information flow
 - Next generation of consumers

Telephone System Replacement cont.

- Minimize further investment in legacy technology
- Greenfield environments will be IP based
- Exploring long term alternatives (15-20 yrs.)
- Plan will be developed by the end of the current biennium with migration to begin 4th qtr '07



questions?

Desktop Support

Presented by: L. Dean Glatt, Director ~
Computer Systems Division
Information Technology Department

Desktop Support

- Target Customer
 - Agencies typically <75 employees
 - 42 agencies smaller than 75 FTE
 - Agencies that do not have dedicated desktop support staff use external providers or use other staff to function
- Support Requirements
 - Growth Trends - 125:1, 250:1, 350:1 over a 10 year span.
 - Number of locations
 - Altiris Support Tool

Goals

- Reduce the need to understand Microsoft Select Licensing Agreement
- Standardize software versions
- Provide higher level of software management: security, version control, patch management
- Desired at the Capitol Complex
- Support for units under contract < 4 Years Old
- Altiris Remote Management
- It is managed effectively now.
 - Change will evolve naturally
 - Altiris tools and desktop standardization and
 - Windows Systems advance and become more stabile
 - Hardware becomes more centralized (PC Blades)



questions?

Cell Phone Contract

Presented by: Dan Sipes, Director ~
Administrative Services Division
Information Technology Department

Current State

- NDCC 54-59-02 tasks ITD with the responsibility for voice service planning, selection and implementation.
- Current cellular service vendor is AllTel which provides services and billing directly to each agency.
- RFP and contract award is a cooperative effort between ITD, State Purchasing and Higher Education.

Next Steps

- Extending current contract through June 30, 2007.
- New RFP will be issued January 2007.
- New contract negotiated by May 2007 with effective date of July 1, 2007.

Potential Steps

- ITD budgeted for central administration of cell phone invoicing and payment
- Project is dependent on either of two drivers:
 - Costs savings from vendors for billing one state entity
 - and / or
 - Trend towards unified communications makes it desirable to coordinate the deployment of cell phones through ITD



questions?



ITD Plan IT Annual Report

Presented by: Mike Ressler, Deputy CIO
Information Technology Department



questions?

Thank you!

